

# **Communication, Conflict Resolution and ADR Training**

## **Three upcoming sessions at SHEP**

### **Attend one!**

**September 7, 2005 SHEP Room 101**  
**September 14, 2005 SHEP Room 102**  
**September 21, 2005 SHEP Room 103**  
**October 5, 2005 SHEP Room 101**  
**Each session runs from 8:30am – 4:30pm**

**Cost: this course is offered at no cost to your division**

The purpose of this course is to provide participants with a one-day overview of Alternative Dispute Resolution (ADR), and to expose managers and supervisors to the field of communications and conflict resolution.

**Who should attend:** This course is recommended for managers and supervisors.

**In this course participants will:**

- Discuss the dynamics of conflict and its affect upon workplace culture.
- Be exposed to the spectrum of ADR processes available with a concentration on the use of negotiation skills and specific applications of the use of mediation in the workplace.
- Be provided an overview of the use of EEO mediation in the Federal workplace for addressing conflict.

**In this course participants will learn:**

- Effective ways of managing difficult conversations and conflicts.
- How to use an interactive assessment tool designed to identify the various conflict styles that exist in the workplace.
- The spectrum of ADR processes available to the public/federal sectors, the differences between each process, and the mediation process that is used to address EEO complaints or grievance.

**This course satisfies 7 hours toward your mandatory annual requirements under the Management Development Program and Curriculum.**

**How to Enroll**

**You must first receive supervisory approval. If you have a CBS account, please go to ETMIS+ and register for the class. If you do not have a CBS account, please have your Administrative Office register you for the class.**

**Note:** SHEP elevators may not be used during emergency evacuations, persons with limited mobility are asked to call 301-763-2348 (TTY 1-800-877-8339) at the time of registration to request that this training be offered in a first floor classroom. Please direct all requests for sign language interpreting services or other auxiliary aids to [EEOInterpreting&CART@census.gov](mailto:EEOInterpreting&CART@census.gov). Or call TTY 301-457-2540, or by voice mail at 301-763-2853, then select #2 for EEO Program Assistance. For more information on the course, please contact the Workforce Development Branch at 301-763-2348.

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